



LAGUARDIA  
**CENTRAL**  
TERMINAL B

### **Volunteer Posting: Guest Service Crew Member**

The Guest Service Crew Member is responsible for welcoming, assisting and providing information to all guests at LaGuardia Airport's Central Terminal B. Volunteers create a lasting impression for airport guests including passengers, visitors, airlines and stakeholders.

Greet guests, provide valuable assistance and make friends from far off places. As a Volunteer Information Professional, your warm smile is the beginning of a fulfilling journey for all the guests visiting each year. Your help with information, amenities and directions to local attractions is a vital part in making the experience at LGA Terminal B memorable.

### **Major Duties and Responsibilities**

1. Guest Service and terminal facilitation assistance as required at the direction and discretion of the Guest Experience Specialist.
2. Meeting and Greeting of guests.
3. Assist and direct where required in the check-in and arrivals areas, as well as at the 'Airport Information' desk with queries.
4. Presence on terminal curb side assisting guest with transfer buses and transportation concerns.
5. Problem solving – e.g... lost property, distressed passengers, language barriers, illness.
6. Reporting issues – e.g. unaccompanied baggage and suspicious activity to LGP Operations.
7. Assist with escort of persons within Terminals at the direction and discretion of the Guest Experience Specialist.
8. Provide language assistance (bi-lingual volunteers).
9. Direct tourist and accommodation queries to the relevant information board and areas.
10. Be familiar with LGA Airport's website and maintain a working knowledge of its contents, ability to direct patrons to the website to assist in the gathering of accurate information.
11. Refer any areas of decision making outside the areas of the volunteers' responsibility to LGP Operations or Guest Experience Specialist.
12. Familiarize yourself with all memo/ information updates before the commencement of each shift.

### **Competencies**

1. Exceptional customer service skills.
2. Enthusiastic approach to guest services.
3. Ability to be empathetic to guest and visitors from a variety of cultures and countries.
4. Excellence in communications; both written, oral and interpersonal skills.
5. Outgoing personality with the ability to interact face to face and good "people skills".
6. Ability to work individually and in a team environment.
7. Basic knowledge of internet or ability to learn basic computer skill is necessary.
8. Experience in airport/aviation industry is highly regarded.
9. Ability to respond to emergency situations in a calm manner.



### **Qualifications and Commitment**

1. A minimum of one, four-hour shift any day of the week (morning, afternoon or evening)
2. Be eligible to clear security and background checks
3. Desire to meet and interact with people
4. Familiarity with airport operations a plus
5. Fluency in English - Multilingual a plus
6. Complete orientation and training as required
7. Wear required uniform and project a positive and professional image
8. Meet physical aspects of the program – lifting (up to 20 lbs.), walking, and bending

### **Training**

To become a Guest Service Crew Member, you must attend training sessions. Training consists of airport and terminal tours, behind the scenes tours, airport operations, policies and procedures, and frequently asked questions. A training manual is provided will include airline information, terminal maps, emergency procedures, contact numbers, and facts about the airport and its services.

### **Perks**

1. Be part of a dynamic and fast-paced environment
2. Flexible volunteer shifts of morning, afternoon or evening, any day(s) of the week
3. Attend Ambassador social events, tours and field trips
4. Orientation, training, manual and uniform are provided by LGP
5. Airport food and beverage discounts.

**Location:** LaGuardia Airport, NY